

**City of Williams
Position Description
Seasonal Schedule
(Grade 1)**

Summary of Position

Provides excellent customer service to all customers and visitors, and collects and makes accurate change for sales of admissions to pool and for concessions.

Organizational Relationships

1. Reports to: Aquatics Coordinator
2. Directs: This is a nonsupervisory position.
3. Other: Works closely with the general public and performs collections of money.

Essential Duties

- Welcomes and directs pool users to appropriate areas.
- Sells admissions to pool and concession products.
- Provides excellent customer service when accepting payments from customers.
- Provides point of intake for comments and complaints.
- Maintains reception area and lobby in neat, clean, and organized fashion.
- Enters payments into system, balances cash drawer, and completes accompanying financial reports daily.
- Performs other related duties, as requested, directed, or assigned.

Job Knowledge, Skills and Abilities

- Skill in counting money and making correcting change.
- Skill in taking and maintaining inventory.
- Ability to interact with the general public in a patient, cheerful manner.
- Work requires continual attention to detail in listening to customers and acting to meet their needs.

General Information

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.